

CHILDREN'S SPECIAL HEALTH RIGHTS AND RESPONSIBILITIES

Client Name: _____

DOB: _____

The following Rights and Responsibilities ensure that you are advised of what to expect from Children's Special Health (CSH) and the Care Coordinator. These Rights and Responsibilities also specify what Children's Special Health and the Care Coordinator can expect from you.

As a client of Children's Special Health you have the right to:

- ▶ Take an active role in your child's medical and educational plan.
- ▶ Receive privacy and confidentiality concerning medical care, and information related to your child's care.
- ▶ Receive education about your child's health status, health care options and consequences of selected options to assist in your decision making, involvement, continued care, promotion of a healthy lifestyle.
- ▶ Express spiritual beliefs and cultural practices that do not harm others or interfere with the treatment.
- ▶ Request or obtain a second opinion at your expense.
- ▶ Present a complaint to your Care Coordinator and receive a timely response.
- ▶ Appeal CSH decisions by calling the Program Manager at (307) 777-7941.

As a client of Children's Special Health your responsibilities include:

- ▶ Asking your care coordinator for help if you need it.
 - ▶ Having an advocate present during planning meetings for your child.
 - ▶ Keeping medical and educational records.
 - ▶ Keeping all medical appointments or call to cancel in advance if necessary.
 - ▶ Keeping the Care Coordinator informed of appointments for prior authorization.
 - ▶ Following through with all medical and educational recommendations.
 - ▶ Contacting your Care Coordinator about changes in your child's condition, medical/educational plan, address, financial or household situations.
- Failure to follow through with these responsibilities may result in CSH or the Care Coordinator closing your case.*

My name is: _____ You can contact me at: _____

As your Care Coordinator my responsibilities include:

- ▶ Assist with Children's Special Health application services.
- ▶ Assess needs and provide or refer for preventive health services (immunizations), primary care, medical home, dental care, family support.
- ▶ Assist with setting up appointments if needed.
- ▶ Coordinate information between family and providers.
- ▶ Keep State CSH Office informed of changes in status as family reports.
- ▶ Authorize travel assistance for eligible children.

Parent/Guardian Signature

Date

Care Coordinator Signature

Date

Care Coordinators are required by law to report any suspected child abuse or neglect.